



AGENT NOTIFICATION

Your Partner For Success

FEBRUARY 25, 2008

HUMANA.
MarketPOINT

- Be Informed
- Educate Your Clients
- Protect Our Members

DELEGATED
AGENT
SUPPORT:

800-309-3163

Option 1 = Contracting
Option 2 = Plans
Option 3 = How to Enroll
Option 4 = Member Services
Option 5 = Letters
Option 6 = Marketing Materials
Option 7 = Commission

Instructions for Using Secure E-mail

Why use Secure Mail?

- It protects Confidential Information, including your own.
- It's the only approved method for sending Confidential Information via e-mail.
- It supports the efforts of the Privacy, Ethics & Education Office, and Enterprise Information Security to protect Humana Information

How Does This Affect You?

- In order to receive Secure e-mail, you must be registered on the Humana Secure Mail website.
- All MGAs, agencies, and agents should register so they can forward secure mail when appropriate

Register for Portal

1. Use <http://humanasecuremail.net> to open the **Sign In** or **Welcome** page.
2. On the **Sign In** page, you see "For first time users, click here to create your account." Click the link to continue. The **Registration** page displays.

NOTE: The red asterisks (*) indicate required fields.

3. Complete the **Registration** page as follows:
4. Enter your **Email Address**.
5. Enter a **Password** that complies with the **Password Rules** shown.
6. Re-enter your password.
NOTE: Depending on the selections of the subscribing organization, more information may be required, such as a **Password Reminder Phrase** that can help you remember your password if you forget it.
7. Click **Submit Password**. You will receive a confirmation email in your regular email **Inbox** with instructions on how to activate your password.

Change my password

From the main page of <http://humanasecuremail.net> you can click on the **Change my password** link. You will be able to set a new password from this page. You do not need to know your current password to use this feature.

Password specifications:

NOTE: New password must not match old password and must meet the following conditions:

- Must contain between 8 and 15 characters
- Must contain both alphabetic and numeric characters
- **Must contain at least one special character such as: ~!@#\$\$%^&**

Please be sure that when you are done you get a page that states that the change was successful and that you receive a confirmation message via email. Once you receive the confirmation, you will need to use the link to activate your new password and then log on right away. If there was a problem with your password change, there will be an error message at the top of the page.

RECENT COMPLIANCE ALERTS

- January 16, 2008 – Licensing & Appointment Improvement Notice

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